

S TEL PRIVATE LIMITED

QUALITY OF SERVICE PERFORMANCE

Quarter Ending September 2011

Network Service Quality Performance for the Quarter Ending September 2011

Name of Service Area	Network Availability		Call Set-up Success Rate (within licensee's own network)	Connection Establishment		Connection Maintenance			Total No. of POIs where congestion is > 0.5%
	Sum of downtime of BTSs in a month in hours i.e. total outage time of all BTSs in hours during a month	Worst affected BTSs due to downtime (%age)		SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	%age of connection with good voice quality	
1	2	3	4	5	6	7	8	9	10
Benchmark		≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 5%	≥ 95%	≤ 0.5%
Assam	2107	1.79%	99.46%	0.12%	0.03%	0.48%	4.97%	98.56%	0
Bihaar	30833	1.93%	98.29%	0.40%	1.26%	0.55%	4.59%	96.57%	1
H.P.	2387	1.81%	98.37%	0.03%	0.10%	0.62%	4.64%	96.29%	0
North East	745	1.87%	99.47%	0.01%	0.01%	0.43%	4.67%	98.49%	0
Orissa	3802	0.00%	98.87%	0.14%	0.26%	0.48%	3.46%	97.95%	0

Customer Service Quality Performance for the Quarter Ending September 2011

Name of Service Area	Customer Care/Helpline		Metering and Billing/charging				Closure of telephone/ termination of service on request from customer (within 7 days)
	Accessibility of Call Centre Number	Response Time to the Customer for operator assistance within 60 seconds	Post Paid Billing and Metering Credibility (disputes)	Pre-paid metering and Credit & debit credibility	Percentage of Billing/charging complaints resolved (within 4 weeks)	Time taken for refund of deposits or any payments/refund due to customer after closure of telephone/termination of service or any other reason (within 60 days)	
1	2	3	4	5	6	7	8
Benchmark	≥ 95%	≥ 90%	≤ 0.1%	≤ 0.1%	=100%	=100%	=100%
Assam	85%	85%	NA	0.06%	100%	NA	NA
Bihar	70%	70%	NA	0.10%	100%	NA	NA
H.P.	72%	72%	NA	0.04%	100%	NA	NA
North East	86%	86%	NA	0.01%	100%	NA	NA
Orissa	72%	72%	NA	0.07%	100%	NA	NA